



THE EXPERIENCE OF HEALTH CARE: KEY CONSIDERATIONS FOR DESIGN PLANNING

Overall Feel of Hospital

- First impressions—approach to the site and building, and proximity of parking to emergency, outpatient, and inpatient areas.
- First impressions that this is a place that welcomes and supports the presence and participation of families and that is a resource for health information and support.
- The feel of the parking garage and the landmarks used by patients and families to enter the facility.
- Wayfinding—ease of use for patients, families, and staff.
- Control of noise and options for lighting.

Caregiving and Personal Space

- Adequate and comfortable space at each bedside for patient, family, staff, and visitors.
 - Opportunities to personalize space, including options for privacy for each patient and family.
 - Comfortable sleep space at the bedside for a family member.
 - In critical care areas, options for comfortable sleep space at bedside and in other nearby location.
 - Kitchen and laundry facilities for patients and families.
 - Supportive spaces for the continuum of care, treatment, recovery, and healing.
- Support Space for Families and Staff**
- Lounge areas and other supportive facilities for families and visitors.
 - Waiting-room space provides flexibility and adaptability (e.g., space can accommodate families with differing needs and priorities and has areas for families to be alone or together with other families) as well as information and support.



- Interdisciplinary staff work and support spaces.

Areas for Educational Activities

- A variety of ways for patients, families, and staff to access information and educational resources, including Internet access.
- Opportunities for patients and families to learn about and practice giving care.
- Space for information sharing and consultation among patients, families, and staff.
- In academic medical centers, space for teaching students and professionals-in-training.

Recreational Space and Artistic Features

- Play spaces and resources appropriate for children of all ages.
- Art appropriate for patients of all ages and cultures, families, and staff.
- Opportunities to choose or to change art.
- Opportunities to see nature or be outside.